

FitRight Security Alarms

(SSAIB Registered Installer)

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Robert Cotterill Esq
Managing Director
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9 February 2009

Dear Mr Cotterill

I am writing in response to your courteous letter of 2 February concerning the price increases due in March.

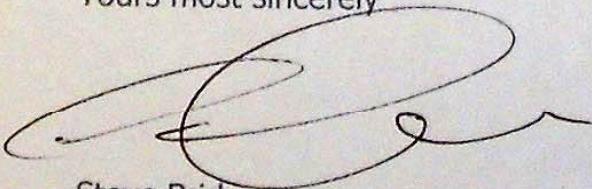
My company is pretty small in the general scheme of things. I dare say my annual spend is less than £20K, but it's all with you and that's the way I intend to keep it.

I have never received anything less than outstanding service from your company, be it sales, accounts or technical advice; from "special deals" to innovative products. It is, I think, no exaggeration to say that, were you to go out of business, I would probably, shortly follow!

So, yes, increase your prices when the need arises. I know you will apply increases responsibly and with the end-user in mind. It is very much in the Installer's interest for you to remain a successful and profitable business.

Thanks again to you, and to your excellent staff.

Yours most sincerely



Steve Bridge
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